

# First Quarter Check-In

## Office of Police Secondary Employment (OPSE)

City of New Orleans

August 15, 2018



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# I. Tail Car Assignment Process

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# I. Tail Car Assignment Process

## Status Quo

- There are two types of details:
  - Standing
  - Task Based (e.g. tail car assignments)
- Current scheduling system does not equitably account for tail car assignments.
  - The basis for ranking officers who have “signed-up” for a detail favors those officers who only work tail car details.
- Tail car details are not equitably accessible for all officers.



# I. Tail Car Assignment Process

## Scope

- Convert the basis for the assignment of tail car details from hours to the total number of details assigned.



# I. Tail Car Assignment Process Improvement/Why It Matters

- Officers who work standing details and desire to work on tail car details are at a disadvantage.
  - Officers who work only tail car assignments continually appear at the top of the ranked list.
  - Tail car details go unfilled because officers do not sign up due to the current assignment process.
- The change in methodology will equitably distribute tail car assignments and encourage more officers to sign-up for these types of details.



## II. Customer Satisfaction

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## II. Customer Satisfaction

### Status Quo

- Send out customer satisfaction surveys to all new customers after each billing cycle.
- Receive and tally the score for our Net Promoter Score.
- Send scores to ResultsNOLA.





## II. Customer Satisfaction

### Scope

- Review qualitative data (comments) and follow up with customers.
- Call any customer that rates us lower than 7 on a 10-point scale.
- Determine how we could improve our service.
- Analyze data to facilitate more effective service delivery.



## II. Customer Satisfaction Improvement/Why It Matters

- The changes in our customer satisfaction approach yielded results, moving from an average score of 84.75 in 2017 to an average score of 96.5 in 2018.
  - 2018 data is reflective of Q1 and Q2.
- Realizing the benefits of the customer survey, OPSE will conduct an officer satisfaction survey.



### **III. SMG Memorandum of Understating (MOU)**

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# III. SMG Memorandum of Understanding (MOU) Status Quo

- The existing MOU expired 06/30/2018.



# III. SMG Memorandum of Understanding (MOU) Scope

- The MOU covers the administration of details at SMG-managed facilities in compliance with the Consent Decree.



# III. SMG Memorandum of Understanding (MOU) Improvement/Why It Matters

- The new MOU is effective 07/01/2018 – 06/30/2019.
- MOU provides a framework for managing secondary details incorporating SMG procedures.
- MOU contains a negotiated administrative fee and minimum officer pay.



## **IV. OPSE Standard Operating Procedures**

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# IV. OPSE Standard Operating Procedures

## Status Quo

- There are few written procedures for the management of secondary details.
- Though deemed compliant with the Consent Decree, OPSE must standardize and communicate the framework within which it functions.





# IV. OPSE Standard Operating Procedures (SOPs)

## Scope

- Generate SOPS that are:
  - Compliant with the Consent Decree
    - We have identified 14 of the 41 paragraphs in the Consent Decree that require an SOP. We have addressed 6 of those thus far, with remaining ones targeted by third quarter's end.
  - Exhaustive in identifying the methodology in adhering to OPSE policies and procedures
    - In addition to those pertinent to Consent Decree, we will establish operational and business SOPs for recurring and essential tasks (e.g. processing payroll).



# IV. OPSE Standard Operating Procedures (SOPs) Improvement/Why It Matters

- SOPs specify how OPSE conducts business and provide the consistent structure that supports OPSE staff in the execution of their duties.

